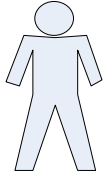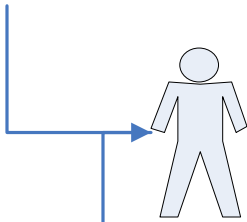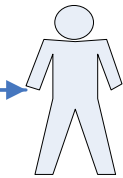# Infinite Campus Support Process

User Utilizes IC manuals and KDE/district policies and procedures to enter and review data; directs questions to teacher coach and/or building coach

Teacher Coach Answers questions related to a typical teacher's professional scope (i.e., lesson planner, gradebook, etc.); escalates issues to the building coach

Building Coach Answers questions from all IC users at the school on IC related questions; escalates issues to the district coach

District Coach Typically provides policy and guidelines on IC access and usage; may coordinate training; has access to enter support tickets to the IC support desk

IC Support Desk Provides assistance on IC usage, tracks software bugs and requests for enhancements

KDE Guides overall development of IC; provides data standards and policies on KSIS system; supports districts with policy formation and training